

AffinityWater

We're working in your area to upgrade the water mains

This will help us to continue to provide a reliable supply of high-quality drinking water to you and the local community long into the future.



Important information on how your water supply may be interrupted

Focusing on the future, today

We're upgrading the water mains in your area

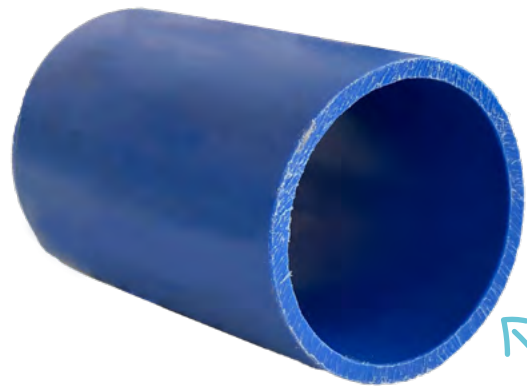
We're investing in our network to minimise bursts and install new pipelines. This will allow us to keep more water in the chalk aquifers to help your local chalk streams whilst continuing to provide your community with a reliable and high-quality supply of water for many years to come.

Part of our commitment to making sure our customers have enough water – as well as minimising the disruption caused to you and your community by emergency repairs – is replacing old iron pipes with new plastic ones. Compare one with the other, and you'll see just how important this process is:



Old pipes

- Cast iron that crack when moved
- Worn out and corroded
- Burst mains and leaks – wasting water
- Water cut off for emergency repair work
- Traffic disruption and holes in the road



New pipes

- Flexible plastic
- Fewer burst mains causing less disruption
- Reduced leakage
- Reliable water supply 24/7
- Planned, 'traffic friendly' working during maintenance

Our preparation

Keeping things in check

The most important thing when it comes to ensuring your water supply, is to constantly check the condition of our pipes. As part of this process, we use historical data to work out which ones are most likely to burst – by doing this, we can prioritise which ones to fix or replace first.

Getting the green light

Once we've identified which pipes need renewing, we talk to the local Highways Authorities to agree when we can carry out the work, with as little disruption as possible (both to customer supplies as well as traffic flow).

Earthing Installation

Some older houses once used their water supply pipes as an electrical earth. Although it was common practice, this has not been permitted since 1966. As your new water main will be made of plastic, it is not suitable as an earth.

If your electrical installation is currently connected to a metal water pipe for earthing, we strongly recommend that you contact an approved electrician.



We supply water
to more than
3.8m
customers



Keeping you informed

We know how inconvenient an interruption to your water supply is, so keeping you informed is our top priority. Keep an eye out for important notices that we'll put through your door if your water supply is going to be interrupted. We've created distinctive information cards to keep you informed at all times. To make things simple, they're colour coded.

Before we turn off your water supply

At least 48 hours before your water supply is turned off, you'll receive the red-titled 'planned interruption' information card. It tells you when the interruption will take place and how long we expect it to last. When your water is due to be turned off please ensure all taps are turned off. If you have a water softener fitted to your water system, bypass the regeneration while your water is turned off. Please consult your softener manual for detailed instructions.



Important notice

Affinity Water

**Apologies,
your water
supply
needs to be
temporarily
turned off**

We're upgrading the water mains in your area and are sorry for any inconvenience this essential maintenance work will cause.

Find out more at:
affinitywater.co.uk/newpipes

When this card comes through your door, make sure you:

Make arrangements to store water in bottles or jugs for your drinking and domestic needs.





While your water supply is turned off, please make sure you:

- ⊗ Don't use the taps
- ⊗ Don't use washing machines, dishwashers or showers
- ⊗ Don't drain hot water tanks and cisterns (this will help avoid airlocks once the water supply is back on).

Once your water supply is turned back on

Look out for a green-titled 'water supply is back on' information card when your supply has been switched back on again.

Sometimes we'll deliver an orange-titled 'boil notice' information card. This is to inform you that your water has been turned back on, but you should boil your drinking water until further notice. It's nothing to worry about, simply a precaution until tests have confirmed your water quality has been restored to its usual high standard.

If there's any changes to the planned works, we'll let you know as quickly as possible.

We'll inform you at least
48 hours
before your water supply is turned off

AffinityWater

Important notice
Your water supply is back on, but you temporarily need to boil your water before using it

This is a precautionary step while we test your water to make sure it's safe (it isn't anything to worry about).

Find out more at:
affinitywater.co.uk/newpipes

AffinityWater

Important notice
Your water supply is back to normal

Your water supply has now been restored to its usual high standard.
Thanks for your patience.

Find out more at:
affinitywater.co.uk/newpipes

Ask Affinity

If you have a question, you'll hopefully find it answered on these pages or online at affinitywater.co.uk/newpipes. If you can't find the answer, you can get in touch with us – our full contact details are on the back of this leaflet.



How long will I be without water?

We always do our best to minimise disruption, but you could be without water for up to 3 hours in any one day. Don't panic though – we'll inform you at least 48 hours before your supply is turned off and will let you know how long you'll be without water.



When will I be able to use my water again?

Water quality samples will be taken for analysis to make sure the usual high standards have been maintained during our work. If you receive a precautionary boil water notice, then we'll advise you to boil your water for drinking, cleaning teeth, preparing food, cooking and your pets' needs whilst we're waiting for the results of these samples.

You'll receive a green-titled card through your letterbox within 72 hours, and this will confirm that there's no need to boil your water.



How long will the work take?

The letter that came with this leaflet will tell you how long the planned work should take.



Why are there so many holes?

We have to dig holes to access water pipes and mains (it depends on the renewal method being used).



Will access to my property be affected?

If we're working on your street, access to your drive may be restricted. We'll let you know if access will be affected.



Will my plumbing be affected?

You shouldn't experience any problems if you follow the instructions in this leaflet once your water supply has been turned off. If you experience problems please let us know.



What about my domestic appliances?

Please don't use washing machines, dishwashers, showers and other water-using appliances, until you've been advised that your water supply is back on.



Do you sort out pavements, grass, verges etc after you've finished?

Yes, the ground will be returned to its original condition as far as possible (weather permitting). However, this might not be done until all the renewal work has been completed in your local area. Where grass is required, we'll only use grass seed; we won't re-turf the area.



Is the water safe to drink?

Once you've received a green-titled information card through your door, your water will be safe to drink.



How do you replace the water mains?

There are four main methods of replacing water mains, which include pipe bursting, lining the original pipe, laying pipe in conventional trenches and directional drilling. The method used is the one we consider the best for the local environment and minimising impact on the community.

Save Our Streams

Save Our Streams is the UK's biggest ever water saving initiative, focused on saving our incredibly rare chalk streams while saving money on your bills!

We're investing in our network by upgrading the water mains in your area, which helps us to reduce burst mains, leaks and the amount of water we take from the environment.

We work really hard to keep as much water as we can in the chalk aquifers, but we're all in this together and we need your help to save water too!

Take our three-minute quiz to find out how much water you can save and get free water-saving devices to help save even more: mywaterfootprint.co.uk/#/

You can also save money too, 17% of energy bills go on heating water – so even if you're not on a water meter you'll save money by saving water.



To find out more, visit affinitywater.co.uk/saveourstreams



We're here to help

Whatever you'd like to ask us or find out about, there are lots of ways to get in touch.



Visit our website

affinitywater.co.uk/newpipes



Give us your feedback

We'd love to hear from you, scan this QR code to complete our online feedback form:



Give us a call

Speak to our team (water supply, quality and emergencies) on 0345 357 2407



Write to us

Affinity Water Ltd
Tamblin Way
Hatfield, Herts AL10 9EZ



Did you know?

We offer a range of services should you require assistance, including special arrangements in the event of a supply interruption.

We have a password scheme to help you check the identity of genuine Affinity Water employees who visit your property.

To find out more or to sign up for our Priority Services Register visit affinitywater.co.uk/priorityservices

We have a password scheme to help you check the identity of genuine Affinity Water employees who visit your property.



Safety first

Members of our team may call on you during this essential work. If anyone knocks on your door and claims to be from the 'water company,' remember these three important things:

- Keep the door chain on while you check their identity
- All our staff wear a uniform and carry identity cards
- If you're suspicious for any reason, dial 101



Easier reading:

This information can be supplied in large print, braille or audio on request.

Please visit affinitywater.co.uk/priorityservices or call us on 0345 357 2406.